Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Program Integrity Unit

PI - Organization of Reviews in the Shared Drive

Purpose:

To describe the tasks and responsibilities required to organize review documents in the PI shared drive.

Identification of Roles:

IME Program Integrity (PI) Unit—organizes surveillance and utilization review documents in the PI shared drive.

Performance Standards:

None

Path of Business Procedure:

Part I – Assigning Project Numbers and Creating File Folders

When the PI Unit has identified a project for full review, the Operations Manager is notified. It is the Account Manger or Operations Manager's responsibility to assign a project number to the case, and to create file folders for the project in the PI shared drive.

Step 1. Project numbers and names are assigned from and tracked in the Project Directory. The Project Directory is located on the PI shared drive P:\Case Files.

Step 2. Assign the Project Number in chronological order using the next available number.

a. The Project Index numbering system correlates with the provider type numbering. There are 40 provider types with corresponding PR numbers. The format for the Project Number is: alpha characters PR and then the project number. (Example: PR02 is Physician Medical Doctor, PR10 is Independent Lab)

b. Capital letter "R" is listed adjacent to the project number to note that the project has been referred to the PI unit. Capital letter "E" is listed adjacent to the project number to note the project is one the reviewer has elected to open. Capital letter "Q" is listed adjacent to the project number to note that the project is a quarterly project. (Example: PR02R is a project originating from a referral on provider type 02-Physician MD).

1. If the project is a Quarterly review the quarter that the project is assigned will be listed after "Q." (Example: PR02Q407 is a quarterly project on MDs opened in the fourth quarter of 2007)

c. After the corresponding capital letter in a project number, an underscore is inserted, followed by the next number in numeric sequence on the project directory. (Example: PR02R_3 is the third referral project on MDs that has been opened.)

Step 3. Create and name a folder for this project (unless a folder already exists for this project) under Case Files/Reviews in Process/[Reviewer Name].

a. If a Preliminary Review was done before initiation and approval of this project, there will be a folder with all pertinent records to date. (Refer to procedure for "Preliminary Review.") Move the existing folder to its new location in Reviews in Process by using the Edit/Cut and Paste function.

b. Store the completed "Reviewer Recommendation and Project Initiation" form (SURS F-102_1) in the corresponding reviewer's named folder under Reviews in Process.

1. Every approved project has a project folder under "Case Files" with a completed form F-102_1 indicating approval for a full review.

Part II – Organization and Maintenance of the Reviewer Folder

Step 1. Each Reviewer has a folder on the PI shared drive (P) in the folder Case Files/ Reviews in Process/[Reviewer Name].

a. This folder is for storage of *all* documents related to any review (preliminary or full review) the Reviewer currently has open.

Step 2. The Reviewer is responsible for organization and maintenance of this folder as instructed in this and related procedures.

Step 3. Required organization for the "Reviews in Process" folder includes the following list.

a. Create additional folders within the project folder created by the Operations Manager (located in the "Reviews in Process" folder).

    1. Create a folder for ***each provider*** that you are currently reviewing, ***within*** the appropriate Project Folder. This should contain all documents related to this provider. Name this folder with the provider name and provider number.

    2. Create folders for ***related sub-categories*** such as appeals, e-mails, and codes and issues on which you are working

Step 4. The Reviewer may not store any documents on which s/he is working on the individual "hard drive"(C) or on the individual "user drive" (U), but instead should store them on the PI shared drive (P).

Guidelines for Maintenance of the Individual Reviewer's "Reviews in Process" Folder

Step 1. **All** documents relating to open reviews must be stored in the Reviewer's "Reviews in Process" folder, where it can be located and accessed by other involved PI staff members at any time.

a. The documents must be organized as identified in these procedures.

b. The Reviewer is responsible for ensuring that the folder does not contain extraneous documents (documents that were not and will not be finalized and sent, or otherwise moved to a permanent folder).

    1 Some partially completed or unused documents should be ***deleted*** entirely. Examples would include:

        a. Issues language and references that were saved prior to approval, and have since been changed and finalized and saved in the Directory of Codes and Issues.
        b. Findings data that was gathered and compiled for the final findings.
        c. Optional: Each Reviewer has an additional folder under Case Files\Reviewer Folders. This is for any documents that you would like stored on the shared drive that does not relate to a specific project or provider. This may be utilized and organized at the Reviewer's discretion.

Step 2. Store all documents related to reviews, whether in process or finalized, on the PI Shared Drive (P) as stated in this procedure. Do not store review-related documents on individual hard drives.

Part III – Filing of Other Review Related Documents

It is the responsibility of all IME PI staff to locate and store review-related documents in the appropriate file folders and name format.

Step 1. Store all documents related to a review project but not related to a specific provider within the review project folder. (Examples: project queries, spreadsheets, project research or statistical data).

Step 2. Store all documents related to a specific provider within the provider-specific folder. (Examples: letters, provider findings spreadsheets, medical record request forms).

Step 3. Store all appeal related documents as directed in this procedure, but within the "Appeals" folder under Case Files\Reviews in Process\Reviewer Name\PR\Provider Name.

Step 4. Store all e-mails regarding specific reviews within the "E-mails" folder under P:\Case Files\Reviews in Process\Reviewer Name\PR\Provider Name.

Step 5. Store all documents related to Cost Avoidance on P:PI/Cost Avoidance.

Step 6. Locate and use, as needed, all approved issues research, documentation, and references.

Forms/Reports:

None

RFP References:

6.1.2.2.6
6.5.2.3

Interfaces:

Program Integrity Unit

Attachments:

None